

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	0	body near2 shop near3 repair with quality same problem	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:15
S2	6	body near2 shop near3 repair with quality	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/12 18:14
S3	392013	total near3 quality manag\$4 same shop or repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/12 18:16
S4	391038	total near3 quality manag\$4 with shop or repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/12 18:17
S5	6226	S4 and (repair near3 shop)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/12 18:17
S6	12	S5 and (quality near2 data same report\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/12 18:41
S7	13	S5 and (quality near3 report\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/12 18:43

EAST Search History

S8	<i>read</i> 1	quality near3 assurance with repair with facility	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:19
S9	<i>read</i> 1	quality near3 assurance near3 proceed\$4 with repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:37
S10	0	("2004/0267598").URPN.	USPAT	OR	ON	2007/12/13 09:29
S11	0	("2004/0267598").URPN.	USPAT	OR	ON	2007/12/13 09:29
S12	<i>read</i> 1	quality near3 assurance with proceed\$4 with repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:37
S13	<i>Umy</i> 6	quality near3 assurance with proced\$4 with repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:39
S14	<i>Umy</i> 9	quality near3 report\$3 with repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:52
S15	<i>Umy</i> 3	"6804589".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 09:58
S16	4	vehicle near3 repair with quality with report\$3	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 10:11

EAST Search History

S17	2	"387365".apn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 10:34
S18	1	"652139".apn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 10:20
S19	2	"6952679".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 10:35
S20	9	("4345315" "5041972" "5331544" "5521814" "5630069" "5675662" "5822744" "6026387").PN. OR ("6952679"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/12/13 10:36
S21	227	troyer.in.	US-PGPUB; USPAT; USOCR	OR	ON	2007/12/13 10:37
S22	11	S21 and repair	US-PGPUB; USPAT; USOCR	OR	ON	2007/12/13 10:37
S23	5	vehicle near3 repair near2 shop same estimat\$3 same cost and parts	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 13:53
S24	1	collision with repair with report same quality	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 13:54

EAST Search History

S25	519297	automobile or vehicle with repair with report same quality	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:05
S26	0	automobile with repair with report same quality	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 13:56
S27	20	automobile with repair with report	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:42
S28	0	automobile with repair with quality with report	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 14:08
S29	9	vehicle with repair with report same quality	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:06
S30	0	quality near2 assurance with vehicle near3 repair same problems same report	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:07
S31	0	quality near2 assurance same vehicle near3 repair same problems same report	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:07

EAST Search History

S32	13	quality near2 assurance same vehicle near3 repair	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:09
S33	9	quality near2 assurance with repair same vehicle	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:09
S34	2	"874483".apn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/12/13 16:43

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"The PPG Partners in Education Program offers our **auto** body **repair** students ... said Bill **Troyer**, training manager, for PPG's automotive refinish business. ...
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... two sisters, Phyllis Ann (**William**) **Troyer** of Howe and Mary Ann (Amos) Eicher of Cambria, Wis.; eight brothers, ... **Auto Parts** · **Auto Repair** ...
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Allergy/Immunology

CHECKBOOK magazine tells you the best-rated **auto repair** shops, plumbers, veterinarians, banks, **WILLIAM G TROYER** is top-rated by other doctors. ...
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Martin Auto Color Services

Special focus is devoted to how to best implement a "quick **repair**" process by ... in cycle time management," said Bill **Troyer**, PPG director of operations. ...
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Vancouver Wa Automobile Repair, Specifications, Instructions ...

Just Right **Auto Repair** has been owned and operated by Doug Moore and his quality team of ... President/Owner: Doug Moore; Office Manager: Shari **Troyer** ...
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challenges they face in this ever changing industry," says Bill **Troyer**, manager, ... work for women in the **auto** collision **repair** industry, in part ...
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ME Milakovich - 1995 - books.google.com

... Preferred provider organization **Quality assurance** **Quality** control circle ... Total **quality** management Total **quality** service United Services Automobile Association ...

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[PDF] [The relationships between culture and service quality perceptions - all 2 versions »](#)

O Furrer, BSC Liu, D Sudharshan - Journal of Service Research, 2000 - res.otaru-uc.ac.jp

... and Parasuraman 1988, 1993) work has led to the identification of five dimensions of service **quality**—reliability, responsiveness, **assurance**, tangibles, and ...

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[BOOK] [Software Quality Assurance: From Theory to Implementation](#)

D Galin - 2004 - books.google.com

... of the various types of **auto**-mated tests ... handling system finally put into service was substantially ... had appropriate software **quality assurance** systems been ...

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[QFD for Service Industries - all 5 versions »](#)

GH Mazur - The QFD Handbook, 1998 - dist-ed.nmsu.edu

... not satisfied, she may not want her car taken to ... into design targets and major **quality assurance** points to ... Change production to service and we might paraphrase ...

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[Best practice implementation of total quality management: Multiple cross-case analysis of ... - all 2 versions »](#)

M Terziovski, A Sohal, D Samson - Total **Quality** Management, 1996 - ingentaconnect.com

... operates at a retail level in Australia through Beaurepaires for Tyres, Goodyear **Auto** Service Centres and ... There is a separate **quality assurance** group within SPT ...

Cited by 28 - [Related Articles](#) - [Web Search](#) - [Library Search](#)

[Strategies for Improving Field Service Operations Productivity and Quality](#)

DF Blumberg - The Service Industries Journal, 1994 - informaworld.com

... a parts 'caddy' or stored in the service engineer's car trunk or ... Upon completion of the **repair** process the unit is then sent through **quality assurance** and

Cited by 14 - [Related Articles](#) - [Web Search](#)

[Determinants of customer-perceived service quality: a confirmatory factor analysis approach - all 3 versions »](#)

GS Sureshchandar, C Rajendran, RN Anantharaman - Journal of Services Marketing, 2002 - emeraldinsight.com

... research yielded SERVQUAL, a 22-item scale for measuring service **quality** along five dimensions: reliability, responsiveness, **assurance**, empathy, and tangibles ...

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3/8/1 (Item 1 from file: 20)
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Firm's long history of high standards

Section Title: ADVERTISING

March 27, 2002

Word Count: 579

Descriptors: Company News

Country Names/Codes: New Zealand (NZ)

Regions: Australasia; Pacific Rim

Province/State: Canterbury

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3/8/2 (Item 1 from file: 995)

0719549924 16AZ1JS3

Bryant Road Panel and Motors celebrates quality assurance status

Waikato Times (New Zealand)

Tuesday , October 21, 2003

Word Count: 997

Company Names: COLLISION REPAIR ASSOCIATION; I CAR; MOTOR TRADE ASSOCIATION; PPG PAINT INDUSTRIES; MOTORS PTY LTD; PAB INC

Event Names: CORPORATE FINANCIAL DATA; LABOUR RELATIONS; MANAGEMENT PROCEDURES; ORGANISATIONS AND INSTITUTIONS; PERSONNEL MANAGEMENT; PRODUCT SPECIFICATIONS; TECHNOLOGY DEVELOPMENT

Industry Names: AUTOMOTIVE INDUSTRY; CHEMICALS; CORPORATE; EDUCATIONAL; GARAGES; LABOUR RELATIONS; PAINT; PERSONNEL MANAGEMENT; TRAINING

Journal Region: New Zealand

Journal Subject: General News

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3/8/3 (Item 2 from file: 995)

0688501407 169101CY

UK-Warminster: repair, maintenance and associated services of vehicles and related equipment

Tenders Electronic Daily

Friday , August 22, 2003

Word Count: 991

Company Names: QUALITY ASSURANCE

Event Names: CONTRACTS AND ORDERS; EUROPEAN UNION; LEGAL; PERSONNEL MANAGEMENT; PRODUCT SPECIFICATIONS; SERVICES

Geographic Names: EUROPE; EUROPEAN UNION; UNITED KINGDOM; WESTERN EUROPE

Industry Names: CONTRACTS AND ORDERS; CORPORATE; EUROPEAN UNION;
FINANCIAL SERVICES; INSURANCE; INTERNATIONAL ISSUES; LEGAL; LEGAL
LIABILITY

Journal Region: Luxembourg

Journal Subject: Business; Government and Politics; Trade

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3/8/4 (Item 3 from file: 995)

0687001214 168Y015X

UK-Warminster: vehicle repair services

Tenders Electronic Daily

Tuesday , August 19, 2003

Word Count: 961

Company Names: REPAIR; QUALITY ASSURANCE

Event Names: CONTRACTS AND ORDERS; EUROPEAN UNION; LEGAL; PERSONNEL
MANAGEMENT; PRODUCT SPECIFICATIONS; SERVICES

Geographic Names: EUROPE; EUROPEAN UNION; UNITED KINGDOM; WESTERN EUROPE

Industry Names: CONTRACTS AND ORDERS; CORPORATE; EUROPEAN UNION;
FINANCIAL SERVICES; INSURANCE; INTERNATIONAL ISSUES; LEGAL; LEGAL
LIABILITY

Journal Region: Luxembourg

Journal Subject: Business; Government and Politics; Trade

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